CLASSIC CARE SERVICES LTD

CUSTOMER GUIDE

REGISTERED OFFICE

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Introduction

This document is designed as the service user's guide to give potential clients details in relation to the comprehensive range of services that Classic Care Services Ltd (CCSL) has to offer.

Classic Care Services Ltd (CCSL) is a public limited company by guarantee and was established by the business proprietor, Caroline Allan in 2002. The vision behind the organisation is to be seen as a quality provider of care within the community, with a focus of meeting people's needs which is underpinned by value for money services. Since the business was established, it has year by year achieved organic growth and is today an established provider of quality care services within the Sussex area. The service is widely used by Local Authorities Social Services departments, Primary Care Trusts, Nursing and Residential establishments, Hospices and individuals in the comfort of their own home.

Classic Care Services (CSSL) is a registered provider of Domiciliary Care Services and is registered with the Commission for Social Care Inspection (CSCI) Now the Care Quality Commission (Registration Number H600002780) CCSL are also members of the United Kingdom Home Care Association (UKHCA) more details regarding both the CSCI and the UKHCA can be found at pages 14 and 17 of this guide.

All employees undergo security clearance checks with the Protection of Vulnerable Adults Register ISA (POVA) and an enhanced disclosure is obtained from the Government body of the Criminal Records Bureau (CRB). We recognise that our business is only as good as our people. Therefore we have invested in developing our workforce through National Vocational Qualifications. We offer a comprehensive training programme to all employees giving access to internationally recognised qualifications.

Following good practice we have and continue to develop a full range of policy and procedures. These documents provide directives for all our employees to ensure that they are working to the same standards. There is a clear and experienced management structure at Classic Care that fosters monitoring and evaluating good practice. It is our vision of the future to achieve an independently assessed quality mark for the service.

We at Classic Care believe in a flexible service, which is underpinned with professionalism. We would welcome any enquiries from anyone who wishes to find out more about the services we supply. If you just need a little help or intensive care in the home, Classic Care is able to meet your individual needs in the comfort of your own home.

Caroline Allan

For and Behalf of Classic Care Services Ltd

QUALIFICATIONS & EXPERIENCE OF THE MANAGEMENT TEAM

Caroline Allan: Business Proprietor/ Director

Caroline has been working within the care industry for the previous twelve years as a manager within residential and community settings. It was through this prior experience that Caroline made a decision to establish Classic Care Services Ltd. Caroline has achieved a NVQ Level 4 in Care & Management which has enhanced her experience of adapting flexible services to meet our service user needs. Prior to venturing into the care sector, Caroline previously worked within various legal administration settings. The business proprietor is responsible for all the care services supplied by the CCSL and is registered as the Responsible Person by the Commission for Social Care Inspection (West Sussex Authority).

QUALIFICATIONS & EXPERIENCE OF THE MANAGEMENT TEAM

Catherine White: Registered Manager/Training Officer

Catherine rejoined the organisation part time in April 2009 and has just been appointed as Registered Manager in August 2009. Catherine has experience managing domiciliary care in London and Sussex. She has also delivered housing support to vulnerable young people and families in conjunction with local borough councils and Supporting People.

Catherine has a B.Ed hons degree and is a Moving and Handling trainer. She will be working towards the NVQ 4 Leadership in Management of Care Award.

Catherine will be responsible for the overall running of both business management and operational departments of CCSL. She will continue to develop and maintain the excellent performance of CCSL and adhere to all legislation and codes of practise to ensure high quality care. Catherine is responsible for the seamless induction and training programme that follows the Skills for Care Standards.

Nicky O Hara : Care Coordinator

Nicky joined Classic Care Services in September 2005 as a Care Worker and proved to be a very conscientious, hard working person. During her time on the road meeting the different client groups we have, enabled Nicky to gain a wide range of knowledge and experience. Nicky then took on a challenging new role as the Care Coordinator in November 2008. Nicky has now excelled herself in this new role and by having knowledge of the Service Users has helped her match the staff member with the user.

Nicky is qualified with an NVQ level 2 within health and social care and is in the process of starting her NVQ level 3.

Diane Race: Senior Support Worker

Di joined the company in 2005 as a carer and quickly established herself as a valued member of the team. Di then went on to take on the position of Senior Carer in August 2008 and has successfully held this position to date.
Di is qualified to NVQ level 2 and is just completing her NVQ level 3.

Sandy Snell: Senior Support Worker

Sandy joined the company in 2005 as a carer and has been a loyal and valued member of the team. Sandy has now been made up to Senior Carer and joins the Senior team. Sandy is qualified to NVQ level 2 and will go on to enrol for the NVQ course. Sandy has a background in care and the airline industry.

Corrine Paterson: senior Support Worker

Corrine joined the company in October 2008 as a carer and has quickly shown to be a competent carer. Corrine has enrolled onto the NVQ level 2 course and has now become our third Senior Carer and will work closely with the office and the

other Seniors to provide a seamless service to the customers. Corrine has a background in care and hairdressing.

The Mission Statement adopted by Classic Care Services Ltd in 2002 is

"To Provide High Quality Care"

Service Principles

Our service provision is based on the principles that:

- Care is needs led, not service led.
- Service users discuss and agree their own level of service provision, to the fullest extent possible.
- Service users receive a flexible, consistent and reliable service that adapts to the Service User's changing needs.
- Continuity of care is a priority, with each Service User being assigned one
- Carer or at most a small team of Carers, who become familiar and trusted.
- Service users, their carers or representatives know that their personal information is handled appropriately and that their personal confidence is respected.
- We aim that our service users feel they are treated with respect, valued as a person and their right to privacy is upheld. Service users enjoy a clear statement of their rights.
- Service users exercise choice and control over their lives and are supported in maintaining their independence.

Classic Care Services Ltd (Brief Summary of Statement of Purpose)

- To provide domiciliary care services which enables our service users to live in their own homes for as long as possible?
- To promote the independence and well being of service users.
- To assist other service providers in continuing existing care packages.

CCSL is committed to meeting the above objectives by ensuring all our care staff have the skills and experience which is required to provide an efficient, high quality and personal service.

The **Statement of Purpose** is a Document that is required by the National Minimum Standards and covers the following areas:

- The Aim of Classic Care Services Ltd
- Our objectives
- Range of Services Available
- People for whom the services are provided.
- Overview of the process of the delivery of care.
- Key contract Terms & Conditions
- Insurance Details
- Complaints procedure
- Quality Assurance process
- Policy & Procedure documentation
- Partners & Associates

A copy of the organisations statement of purpose can be obtained by contacting the Classic Care office.

WORKFORCE QUALIFICATIONS

CCSL retains a complete record of all qualifications, credentials and experience gained for each staff member, whether full or part time employed. These records may be found on staff files retained at the registered office and are of limited access for reasons of confidentiality and security.

All care staff under go thorough vetting and are checked against the Protection of Vulnerable Adults (POVA) ISA register as well as receiving an Enhanced Disclosure undertaken by us through the Criminal records Bureau (CRB). All staff under take induction and other training to ensure they understand and are able to deliver care services to vulnerable people.

Listed below is a summary of qualifications held by our workforce that is relevant to the services that are being provided. Please note that this list is not static and is subject to change.

- Registered General Nurses (RGN)
- Registered Mental Nurses (RMN)
- Enrolled Nurses (EN)
- NVQ Level 2 in Health and Social Care
- NVQ Level 3 in Health and Social Care
- NVQ Assessors Award
- Institute of Safe Handling Assessors Award (IOSH)
- GNVQ Health & Social Care

Our employees attend in-house and external-training events, for which they receive certification from the awarding bodies. This training programme meets the National Minimum Standards. Details of these courses can be obtained by contacting Victoria Paice.

Home Care Assistants

Home Care Assistants are responsible for maintaining Service Users independence whilst providing high quality care services. They undertake their tasks whilst ensuring equality for Service Users and complying with Health and Safety Policies and procedures as well as many other policies that are in place.

All our staff are carefully selected. There is a rigorous recruitment and selection procedure that meets the requirements of legislation, equal opportunities and anti-discriminatory practice that aims to ensure the protection of clients and their carers. In brief the recruitment and selection process is outlined as follows:

- Two members of the CCSL management team interview all prospective employees.
- Verification of identity is carried out.
- Two written references are obtained, one of which is the immediate or previous employer. Any gaps within the employment record are explored and verification of referee by a follow up phone call.
- A Criminal Record and POVA ISA check is obtained.
- Declaration of medical fitness.

All recruits are required to fulfil at least one of the following criteria:

- Reached NVQ level 2 or 3 awards.
- Have previous relevant experience.
- Have life experience that lends them to becoming a good Carer e.g. having cared for a dependent person at home.
- Have a Nursing Qualification.

We provide all staff with a Code of Practice to which they perform their duties so that we can conduct our business in a specific way to meet the Service Users needs and to ensure our philosophy of care is being met. A summary of which is listed below:

- We always act in accordance with Manual Handling, Health and Safety Policies to safeguard Service Users and staff well being.
- Respect the home and property of the Service User with an emphasis on Security.
- Recognise and maintain the individual's personal dignity, irrespective of origin, status, sex, sexual orientation, age, beliefs or contribution to society.
- Act with honesty and integrity at all times.
- Inform management of complaints received using the Complaints and Compliments procedure.
- Maintain and record accurate records of work undertaken in the care plan kept in the Service Users home in accordance with our Confidential Recording of Information Policy.

Induction and Training of Staff

All new staff participates in a full induction/foundation training programme. At the end of the programme care staff sign to verify that induction training has been given and an appraisal is conducted to identify additional training needs in accordance with our related Policy and Procedures. The induction programme is undertaken in different ways to suit the competencies of those being inducted.

This allows our staff to access adequate and appropriate training to carry out their roles in accordance with the National Minimum Standards of Care, an example is as follows:

- We offer a comprehensive training programme, which is linked, to National Vocational Awards in Care.
- Once an employee has completed their probationary period they are eligible to undertake NVQ level two or level three in care.
- Health & Safety Training.
- Specialist training and advice, depending on service requirements.
- We conduct yearly appraisal of every member of our care staff including a training needs assessment.

- The CCSL procedure manual is used to cover a majority of additional training. It covers all other aspects of Health & Safety and is task orientated.

Our training policy is set out in the organisation Policy Manual and confirms our commitment to the provision of training resources to enable staff to meet their objectives and to encourage staff to study for relevant qualifications and further professional development.

We work closely with Social Services Departments and other local Agencies to share experiences and to gather information and guidance on reviewing and enhancing existing policies such as Our Medication Policy and our Protection of Vulnerable Adults related procedures. We respond effectively to any concern or allegation of Protection issues and all staff have received Abuse Awareness Training and are aware of signs and how and who to respond to should an allegation take place.

A Summary of the Services Provided

Care services are provided to a range of care groups as stated within the Statement of Purpose a summary of which is as follows: elderly people, people with physical disabilities, mental health problems, sensory impairment and the terminally ill. Tasks may involve:

- Daily 'get up' calls using specialist equipment when required
- Personal hygiene tasks, to include assisting with washing, bathing, bed bathing, showering, washing and drying hair.
- Shaving either electric or wet
- Oral hygiene including dentures and gums
- Application of make up, jewelry etc
- Accessing and using toileting facilities
- Assist with preparation and serving of all meals
- Assist with put to bed calls.
- General Personal care
- Companionship
- Respite
- Prescription Service
- Sleepovers / Night Care
- Domestic Cleaning

Medication Policy

Classic Care Services Ltd has adopted the West Sussex Social & Caring Services Medication Policy and related procedures. This means that we operate at the following levels below, as long as there are clear procedures and documentation for monitoring and recording in place.

Level 1

Services users in this category are able to maintain responsibility for their own medication but may require support from care staff to maintain independence, in the form of verbal prompt to take medication at the correct time.

Level 2

Service users in this category may be able to maintain responsibility with their medication but are experiencing some difficulty. This could be due to difficulty swallowing medicines, difficulty-reading instructions on the labels, difficulty following the prescribed regimen or difficulty opening containers/packets. Physical assistance may be required from care staff, e.g-opening containers.

Level 3

Service users in this category are unable to self medicate and require assistance with administration of medicines. Administration is defined as selecting/or measuring and/or giving medicine to a service user.

Tasks NOT undertaken

We do not undertake nursing tasks such as dressing wounds, assisting with insulin injections, fitting catheters, inserting suppositories/diazepam, assisting with peg feeds. This means that the following list are excluded from our range of services

Excluded Care:

- Monitoring of Health
- Artificial feeding
- Pain Control
- Treatment of pressure sores
- Insertion of suppositories
- Assistance with Evacuation
- Management of dressings
- Insertion and care of catheters (excluding simple replacement of bags)
- Foot care including nail Care, only to be carried out by our qualified nail technicians.
- Any domestic work that requires the use of step ladder(example the cleaning of windows)

If you have any questions regarding the services undertaken please do not hesitate to contact us

Process of Delivery of Care delivered

Customer Care:

We will ensure service provision is carried out in accordance with the service users assessed needs as detailed and agreed in the care plan, we will also ensure services are provided in a manner that minimises discomfort and embarrassment and maximises the service users participation with support and privacy. Service users will be addressed by the name of their choice and treated with courtesy and sensitivity at all times.

All staff recruited by us delivering care is first inducted on the standard of care expected of them and complete and comprehensive training following the skills for care framework. Before a carer is assigned to a service user a member of our Senior Care Team will visit the service user to assess them and carry out a comprehensive risk assessment to determine the needs of the service user. From this assessment a detailed care plan is formulated which is made in agreement with the service user and/or their next of kin.

Staff are instructed on how to conduct themselves in the service user's home and asked to follow the care plan/risk assessment. If the carer finds any problems or changes in the service users needs then it must be reported to the Classic Care Office immediately so changes can be made and if required a new assessment carried out.

Confidentiality

It is our policy that all information received, either about service users or staff, shall be treated with complete confidence. Service users, or their representative, have the right to access their files at any time. (Please refer to our confidential access and reporting policies) Any member of staff who breaches the confidentiality policy shall be liable to summary dismissal.

Security of the Home

We will ensure the service Users are protected, safe and secure in their homes when providing personal care. Policies are available on request. All care and support staff entering the home of Service Users will display a current photographed Identity Card.

Protection of Vulnerable service users

There are policies in place that provide the framework for staff to recognise all forms of abuse and to understand the methods of reporting it. Training is given to all staff during induction and at regular intervals thereafter to ensure that our employees are competent in this procedure.

Health and Safety

It is our policy that the Health and Safety of our staff and service users is paramount and therefore all staff are trained in accordance with the regulations. The service user's home undergoes a risk assessment by suitably qualified personnel before service is provided, to ascertain what changes or safe working policies need to be introduced.

Record Keeping

With the service users consent care workers are required to record information in the service user care plan given to all service users at the start of the care package, These records should include the time & date of every visit made to the service users home, a description of tasks carried out, any significant occurrence, along with a brief description of the service users well being.

Care workers will also record any assistance given with medication, Financial transactions undertaken on behalf of the service user, any changes in the service user/ carers circumstances to include health, physical condition and care needs, any accident however minor to the service user or the care worker, any other untoward incidents, and any other information that might assist the next health or care worker visiting.

Disclaimer

These records will be reviewed & amended annually, records will be collected and stored at Classic Care Services Ltd for safe keeping as and when needed, and are collected in full at the end of service contract. Should the service user not want to keep these records in the home it is necessary they sign and date a Disclaimer confirming refusal, this will then be kept on their personal file within the Classic Care Services office. However in the case of administering medication records will need to be kept on site.

Identification

All employees of Classic Care Services will carry appropriate identification renewable every 18 months, all identification carries a photograph of the person, the Classic Care name and address and a telephone number which can be used to verify identity, All staff are required to carry identification when providing services and show it when asked to do so by the service user, relatives, and others responsible in the provision of care.

Cancellation of Services

In the event of the service user/ purchaser cancelling the service 24 hours notice should be given. Classic Care Services Ltd reserves the right to recoup any monetary loss should the required notice not be complied with.

Complaints Procedure

To meet our aims and objectives we must have procedures in place to monitor and evaluate the service that we are responsible for. By having a robust complaint procedure in place, it proves useful as a tool to ensure Quality Assurance. Using the complaints procedure will identify any gaps of knowledge or training within the work force by analysing the data received from complaints.

We openly encourage and empower service users, family, friends or representatives to use the complaints and compliments procedure. We ensure that all service users have a copy of the complaints policy in their care plan. When a new service user is introduced to us we emphasise that the compliments and complaints policy is a positive asset to our company. Plaudits are also used as a positive tool for feedback and we welcome these too. Compliments may be written or telephoned through. We shall ensure that every compliment received will be passed on to the carer or carers responsible for that service user.

When a complaint is received from us, the complaints procedure is used to establish either: -

- Serious neglect, misconduct or serious failure to provide a service.
- The work of a senior member of management.
- Concerns over financial irregularities.
- Possible disciplinary action against staff
- Any incident or accident

- Complaints may be written or telephoned through. We shall ensure that every complaint made is fully investigated.

- We will endeavour to ensure that any complaint received by Classic Care Services Ltd will be acknowledged within 3 working days by written confirmation.

- The person in charge of the investigation will be responsible for contacting the complainant within a maximum limit of 28 days of the complaint being made to inform them of their findings and also the action that will be being taken to either remedy the situation or ensuring that it will not happen again. The time scale will vary depending on the nature of the complaint.

- Each complaint made will be recorded in our complaints log book, including details of the investigation, the outcome and any action taken.

- An immediate investigation is undertaken on any allegations or incidents of misconduct and appropriate disciplinary action taken as necessary.

- A record is kept of all disciplinary incidents and details entered in the personal file of the member of staff concerned.

- Staff who are believed to have committed any offence prescribed by regulations are immediately reported to the POVA list..

All complaints received will be dealt with in the strictest of confidence.

The following authority and organisation will be contacted for guidance and further investigation: -

West Sussex County Council Social & Caring Services
Complaints Office
County Hall
Chichester
West Sussex PO19 1QT

Tel no: 01243 777100

Or

Care Quality Commission
South East Region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel no: 03000616161

Quality Assurance

There is a formal process for seeking the views and opinions of service users regarding their perceived quality of service provided by our service. This means from time to time we will contact each service user, by telephone and or postal questionnaire.

The results of the questionnaires are reviewed on a formal basis with a view to **Continuous Quality Improvement** in the service offered by us.

Home visits will also be arranged with the service user, these visits will enable us to monitor the care packages more closely, at least one of these visits will be carried out **unannounced,** in support of our Quality Assurance Policy**,** and this policy defines the programme used within our organisation for the regular supervision of staff, to ensure continuous development.

It is standard practice within our business for both office and senior care staff to undertake random spot checks of care service delivery to review the standards of the care service provided by the care worker. When making unannounced visit the organisers/ Managers will make sure they carry appropriate documentation that identifies them as an employee of Classic care Services Ltd. **If you at any time are in doubt, please telephone our office before allowing access.**

We hold weekly care meetings in the registered office to discuss any worries or concerns. This links into the yearly appraisal process. CCSL maintains a continuous review of the effectiveness of the company policy plans and processes to ensure our quality of service objectives are being met in all areas.

We maintain an Internal Audit Programme, which periodically assesses the effectiveness of the CCSL Quality Management System and identifies opportunities for improving the processes that are key to our delivery of care services. The Audit follows the good practice associated with the EQFM Business Excellence Module of continuous self assessment and includes a review of all of our operational activities including:

- Recruitment.
- Induction.
- Training.
- Assessment of care service requirements.
- Care planning.
- Delivery of care.
- Progress reviews of care assignments.
- Closure of care assignments.

Terms & Conditions (Please see attached):

Please see the attached copy of our Terms and Conditions of business accompanied with a scale of charges if you are purchasing our services on a **private basis**. (This means that your care is not arranged through a local Government or other similar body)

Hours of Operation

- Office Hours 9.00am to 5.00pm. (Except Bank Holidays)

Out of Hours, Emergency Service Operates from;

- Bank Holidays and Weekends from 07.00 am to 22.30 pm.
- Mon – Friday evenings from 5.00pm – 22.30 pm.
- Arrangements will be made if staff are working during the periods that are not currently covered under the hours of operation.

Advocacy for Service Users

Advocacy provides people, who are less able to speak for themselves with a voice to express their needs and wishes, protect their rights and interests and enables them to take control of their own lives.

Age Concern and west Sussex County Council now provide a free confidential service supporting vulnerable older people across the whole of West Sussex. The service matches a volunteer advocate with an older person who needs support with particular issues that is affecting them. Please note that advocacy is not **Befriending, Counselling** or **Advising**.

For the North and Mid Sussex area contact:

Age Concern West Sussex
PO Box 696, Horsham
West Sussex, RH12 5ZE
Tel: 01403 276136

Other useful sources of information based on good practice guidelines

General Social Care Council

Goldings House
2 Hay's Lane,London
SE1 2HB

Tel: 020 7397 5100
Fax: 020 7397 5101

Age Concern England
Astral House,1268 London Road
London SW16 4ER

Tel: 020 8765 7200.

United Kingdom Home Care Association Ltd.
42B Banstead Road, Carshalton Beeches, Surrey SM5 3NW
Tel: 020 8288 1551 Fax: 020 8288 1550

Dementia Information Service for Carers

Oxford Dementia Centre, Institute of Public Care, Roosevelt Drive, Oxford OX3 7XR

Tel: 0845 120 4048

Social Care Institute for Excellence
Goldings House
2 Hay's Lane
London SE1 2HB
Telephone: +44 (0)20 7089 6840
Textphone: +44 (0)20 7089 6893

For people with special communication requirements we provide large print / audio recorded documents.

Please be assured that all enquiries will be treated in the strictest of confidence.